



Spectrum of Hope Employee Attendance Policies

Overview

Spectrum of Hope values employees being present and on time because it helps our daily operations run smoothly and efficiently. This attendance policy outlines our employee attendance expectations and procedures. It applies to all exempt and non-exempt employees.

This attendance policy does not include exceptions under the Family Leave Medical Act (FMLA), Americans with Disabilities Act (ADA), and other protections provided by federal law. Those will be handled on a case-by-case basis, so speak with admin as soon as you can if they apply to you.

It also doesn't detail paid and unpaid leave benefits provided by the company other than paid personal and vacation days. This includes bereavement leave, jury duty, holidays, and educational leaves of absence. These policies are outlined in the employee handbook.

Key Terms

Absenteeism: Being frequently absent from work without good cause. This includes taking excessive sick leave without being able to provide a doctor's note or arriving at work after your scheduled work time.

Unauthorized overtime: Consistently working beyond your scheduled hours without prior approval. Spectrum of Hope believes employees should work their determined hours to avoid burnout and productivity losses.

Tardiness: Arriving late to work or taking longer breaks than allowed.

Early departure: Leaving work early, with or without a valid reason or prior approval.

Excused absence: When the employee has enough time off for the absence, and a supervisor approves the absence before it's taken. It can also include unplanned absences for certain unexpected reasons, such as emergencies and illnesses.

Unexcused absence: Absences taken without prior approval, such as taking a personal day without asking for authorization first.

Work Attendance Expectations

You are responsible for your punctuality and being present at work every day you are scheduled. Remote workers must be logged in and ready to start on company tasks at the agreed time.

Moreover, Spectrum of Hope's general work attendance policies are:

1. Regular working hours are from 8 a.m. to 5 p.m., Monday through Friday. You are required to take a one-hour unpaid lunch break. However, you may be asked to work through your break or eat lunch with a client. In this case, you may be able to leave early at the end of the day.
2. You must start and end your shift as outlined in your work schedule.
3. You must put appropriate time in CentralReach and put actual time worked for non-billable time. Billable time is always put in as 15 minute increments. Session notes should not take more than 15 minutes to complete.
4. Employees must be present a minimum of 5 minutes prior to the session start time in order to transition client from the caregiver at the beginning of session. Alternatively, staff may end the treatment session 5-10 minutes early to transition the client back to the caregiver. This time is billable as long as you are still working with the client and/or debriefing the parent/caregiver.
5. You are expected to be ready to work at the start of your shift and remain working for the remainder of your schedule.

Good Attendance Policy

SOH considers your attendance history during performance reviews and when weighing decisions for promotions and raises. We consider an employee to have a good attendance record when they:

1. Have regular attendance.
2. Have no more than one unexcused absence or lateness throughout the last 30 days.
3. Attend at least 90% of regularly scheduled session and/or make up lost time within the same week that the session was missed.
4. Have planned absences, late arrivals, and early leaves approved in advance. In cases of emergencies, they follow the proper procedures as outlined in the next section.
5. Provide acceptable reasons for being absent or late.
6. Do not have more excused absences than allowed for by UTO, FMLA, bereavement leave or other types of leave outlined in the employee handbook.
7. Appropriately log time in CentralReach
8. Are present at work for the entirety of their shift.

Time Off

During your first calendar year at SOH, your number of unpaid hours allowed are as follows: 80 hours given on January 1 for the entire calendar year, 120 hours after year 1. 40 hours are allowed to be carried over to the next year if unused. These hours may be used for any reason with appropriate request and approval.

Please note that personal days usually aren't approved within the first 90 days of employment. Managers must also approve personal days before a team member takes the time off.

Reporting Absences, Tardiness, and Early Departures

SOH expects you to provide advance notice of planned absences, late arrivals, and early departures when possible. We also expect you to notify Paul as soon as you're able when an emergency or illness prevents you from working as scheduled.

Below are more specific details on our planned and unplanned time off policies.

Planned Time Off

Planned personal days, late arrivals, and early leave must be requested and approved on the company's time-tracking app. You should request these as far in advance as possible, but no later than 2 weeks before you need the time off. You must give at least two weeks' notice for 2 days and 30 days for more 2 days off.

Unplanned Time Off

If there's an unforeseen circumstance and you know that you won't be able to make it to work on time or at all, please call Paul as soon as possible. This should be no later than one hour before your scheduled start time. If you unexpectedly have to leave early because you feel ill or have another emergency, please talk to your Paul directly.

If Paul doesn't pick up, please leave a message explaining your situation. Also send a message to your supervising BCBA for the clients you are scheduled to see that day.

If you are absent for over a day, you are required to let Paul know when you expect to return to work. Please let them know if this date changes. You may be asked for proof of the reason for your absences, such as a doctor's note listing the dates you must remain out of work.

Please note that you may be asked to stay home until you are well enough to work if you arrive or become ill while on the job.

90% Policy

Employees are expected to be present for 90% of all scheduled sessions and/or make up the time to meet the 90% requirement. This may mean working after hours or on a weekend day.

Excused and Unexcused Absences

If you're absent or late because of a medical or family emergency, serious accident or illness, or similar circumstances outside your control, it is considered an excused absence. Excused absences and late arrivals aren't subject to disciplinary action. However, your manager may ask for proof of why you were late, such as a bill from a towing company after a car breakdown to count as an excused absence. A doctor's note is required for illness extending beyond 1 work day.

It's considered an unexcused absence if you have an unauthorized or unscheduled absence or late arrival without good cause. Some examples include:

- Taking a personal day or other time off without prior approval in non-emergency situations
- Taking a religious holiday not covered by the company without notifying managers first
- Taking time off after your request was denied
- Leaving work early for personal reasons not related to illness, injuries, emergencies or other similar situations without using time off or receiving prior approval
- Arriving late because your alarm didn't ring
- Arriving late because of traffic or weather conditions

Unexcused, excessive, and unreported absences are subject to disciplinary action.

Disciplinary Action for Attendance Infractions

Employees with less than 90% attendance after 2 consecutive months and/or excessive tardies will be asked to meet and explain why they are not able to work scheduled hours. Employees may be moved to a part-time position or terminated if they cannot or will not work scheduled hours, make up time, or follow policies for time off.

Job Abandonment

If you fail to report to work for two or more consecutive days without notifying admin, the company considers it as you abandoning your job and voluntarily ending your employment.

Admin Responsibility

You are responsible for monitoring and addressing attendance issues for employees reporting to you. If someone from your team shows excessive absenteeism or is frequently late, set up a private meeting to discuss any challenges preventing them from working as scheduled. A report must be issued to Casey the first Monday of each month outlining tardies and absences for each employee.

Together, you can work to find solutions.

Employee Acknowledgement

By signing below, I acknowledge that I have read and understand Spectrum of Hope's attendance policy.

Employee Signature

Employee Printed Name

Date Signed